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# GoForth CarShare Overview with Bingen and White Salmon

July 11, 2023

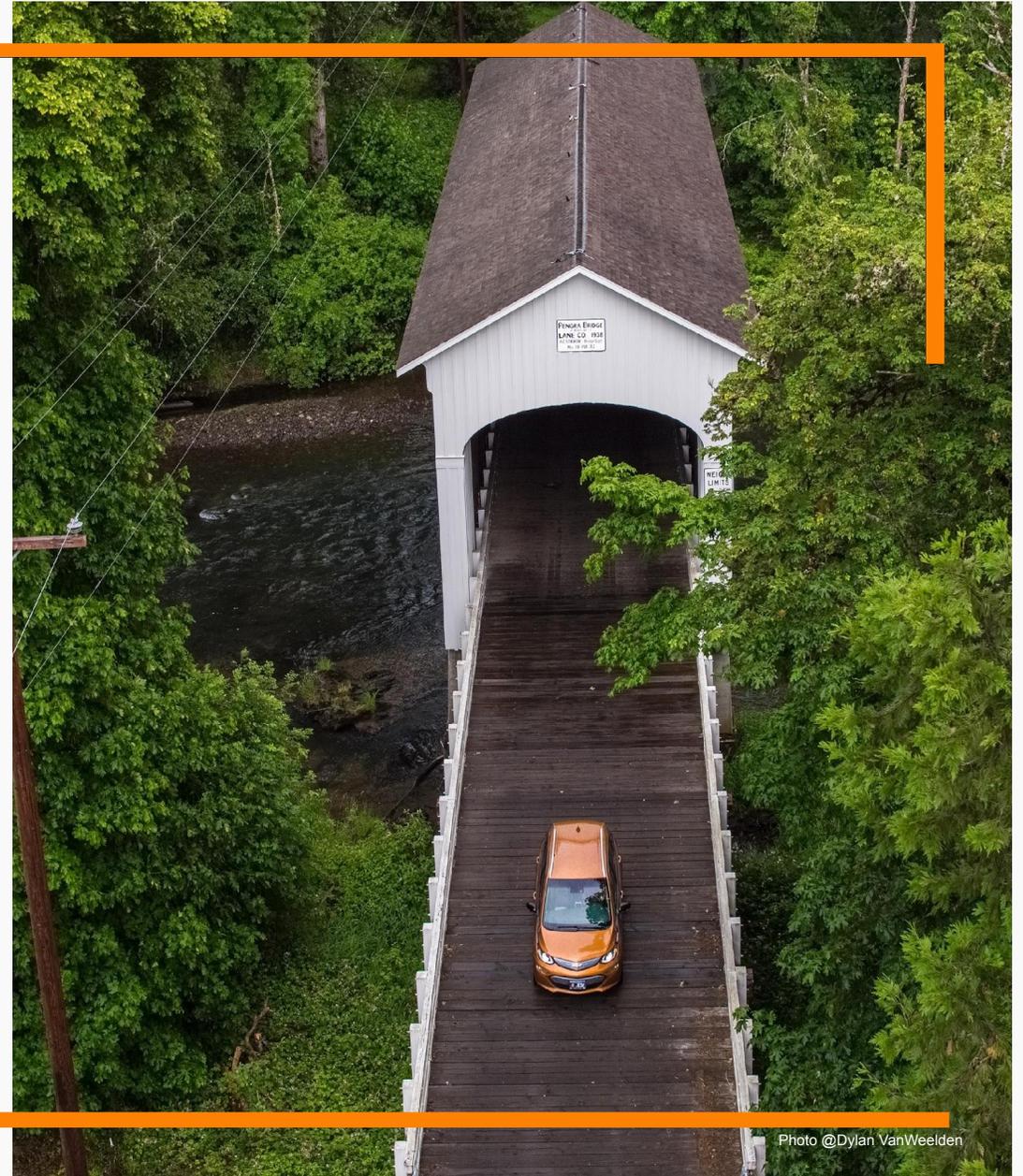


Photo @Dylan VanWeelden

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# Forth Project Team



**Connor Herman**  
Project Management,  
Reporting



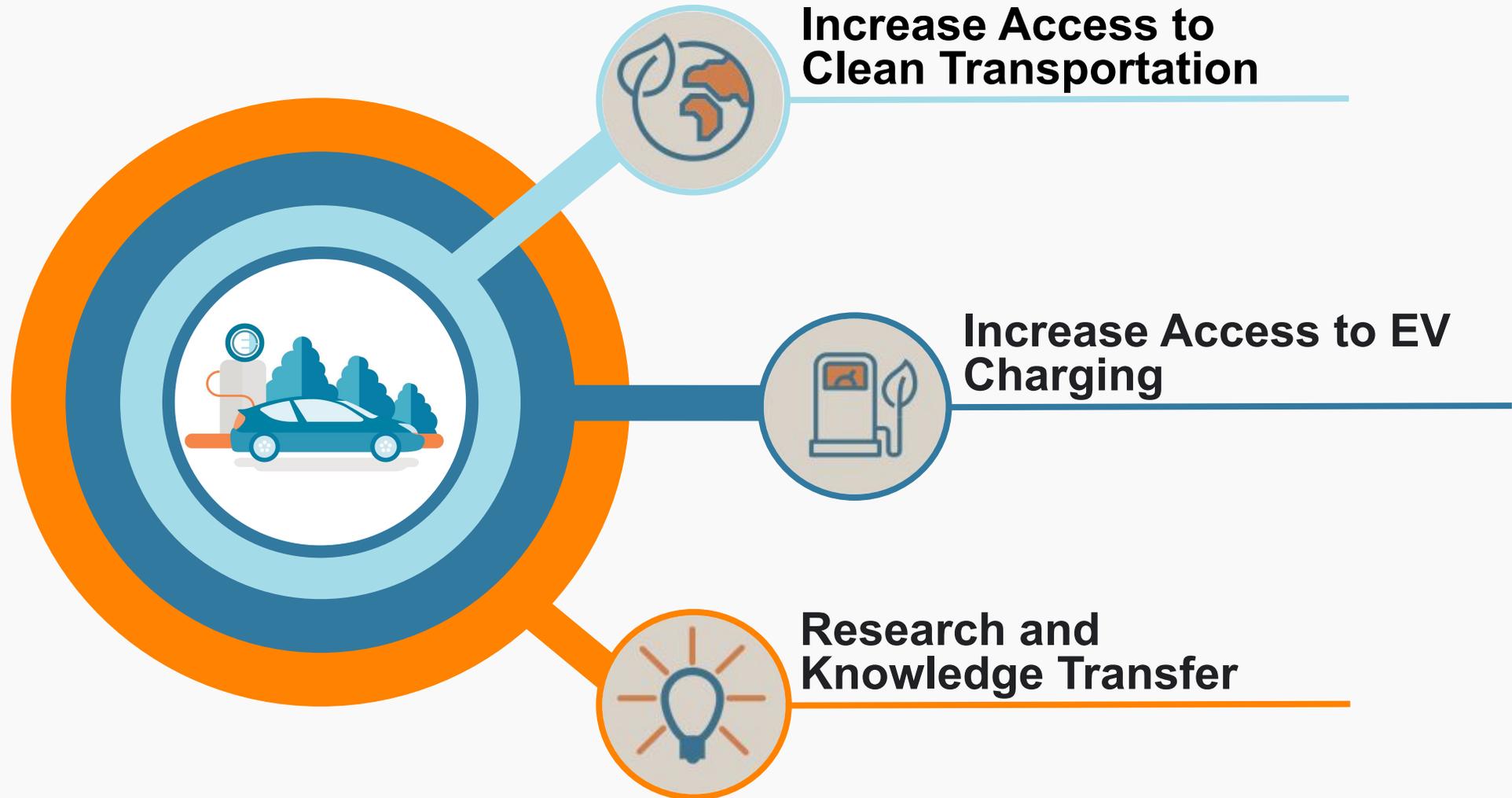
**Stefenie Griggs**  
Project Management,  
Fleet Management



**Jennifer Zavon**  
Project Support,  
Communications,  
Member Relations Lead

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# Overall Goals of GoForth Carshare



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## What is GoForth CarShare?

- **Opportunity to learn about and experience EVs.** This project will demonstrate and refine a model to provide EVs and charging stations to rural communities, benefiting local residents while raising awareness about non-traditional transportation approaches.
- **Affordable carsharing for communities.** Rent an EV for \$4/hour.
- **Funded primarily through** Washington State Department of Transportation Zero-Emissions Access Program Grant, with additional funding from the Bonneville Environmental Foundation.
- **Partnering** with the Cities of Bingen and White Salmon, Mobility Development, OpConnect, Washington Gorge Action Program, and other local community organizations.



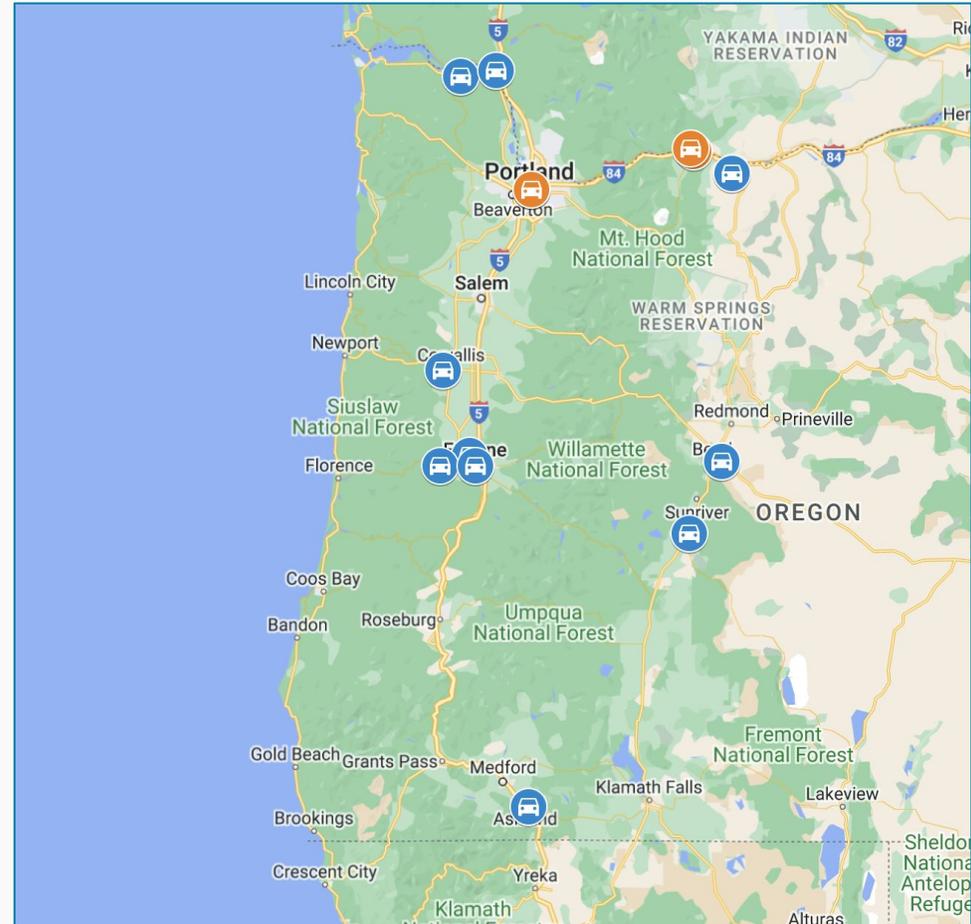
# GoForth Locations and Status

## Launched!

Bend, OR  
La Pine, OR  
Philomath, OR  
Veneta, OR  
The Dalles, OR  
Eugene, OR  
Clatskanie, OR  
Ashland, OR  
Longview, WA

## Coming Soon!

Bingen, WA  
White Salmon, WA  
Portland, OR



# The User Experience

1. Download the Miocar Networks app or login online
2. Register<sup>1</sup> and Phone Orientation
3. Reserve a time
4. Unlock vehicle using the app<sup>2</sup>
5. Unplug and take a drive
6. Return vehicle and plug in
7. 24/7 Customer Support

<sup>1</sup>Cost: A DMV background check will be run upon account creation

<sup>2</sup>There is an option to use RFID cards for folks that do not have smart phone access



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# GoForth CarShare Orientation

## Overview

- The Miocar Networks App
- Pricing
- Customer Support
- Driving an EV
- Creating Bookings
- Starting Your Trip
- Ending Your Trip



# The Miocar Networks App

- GoForth CarShare partners with Miocar Networks to provide our carsharing service on their platform.
- Miocar Networks is an online platform that supports nonprofit carsharing networks around the country.
- You can view GoForth CarShare locations and other carsharing networks in the Miocar app.



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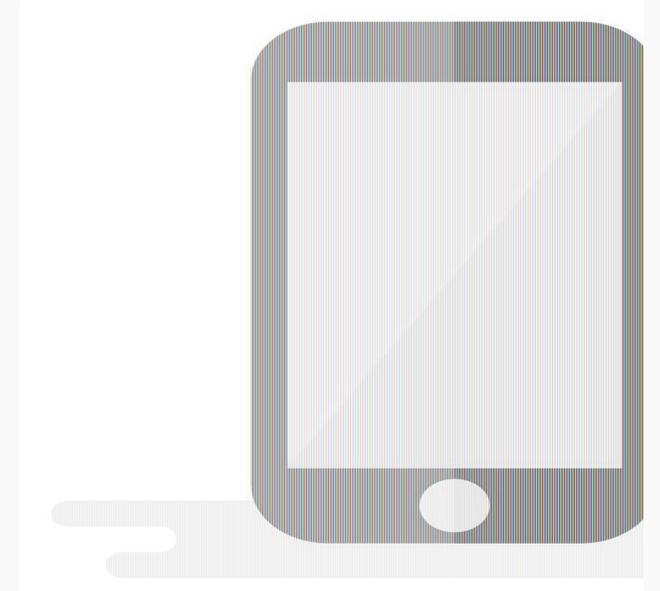
# Pricing

- First drive free!
- \$4/hour or \$35/day
- 150 miles included, 35 cents/mile for each additional mile driven
- Price includes insurance, roadside assistance, maintenance, 24/7 member support, unlimited charging of the carshare vehicle at its home charging station (members may charge elsewhere at their own expense)



# Customer Support

- 24/7 customer support (phone number accessible through app)
  - GoForth Team
    - Business hours: Monday-Friday 9am-5pm Pacific Time
    - General questions and vehicle/trip-related issues
  - Miocar Team
    - Outside of business hours
    - Vehicle/trip-related issues only
- Accident or crash procedure: call 911 first and take appropriate steps to attend to your safety, and the safety of others. When you are able, please call our customer support line.



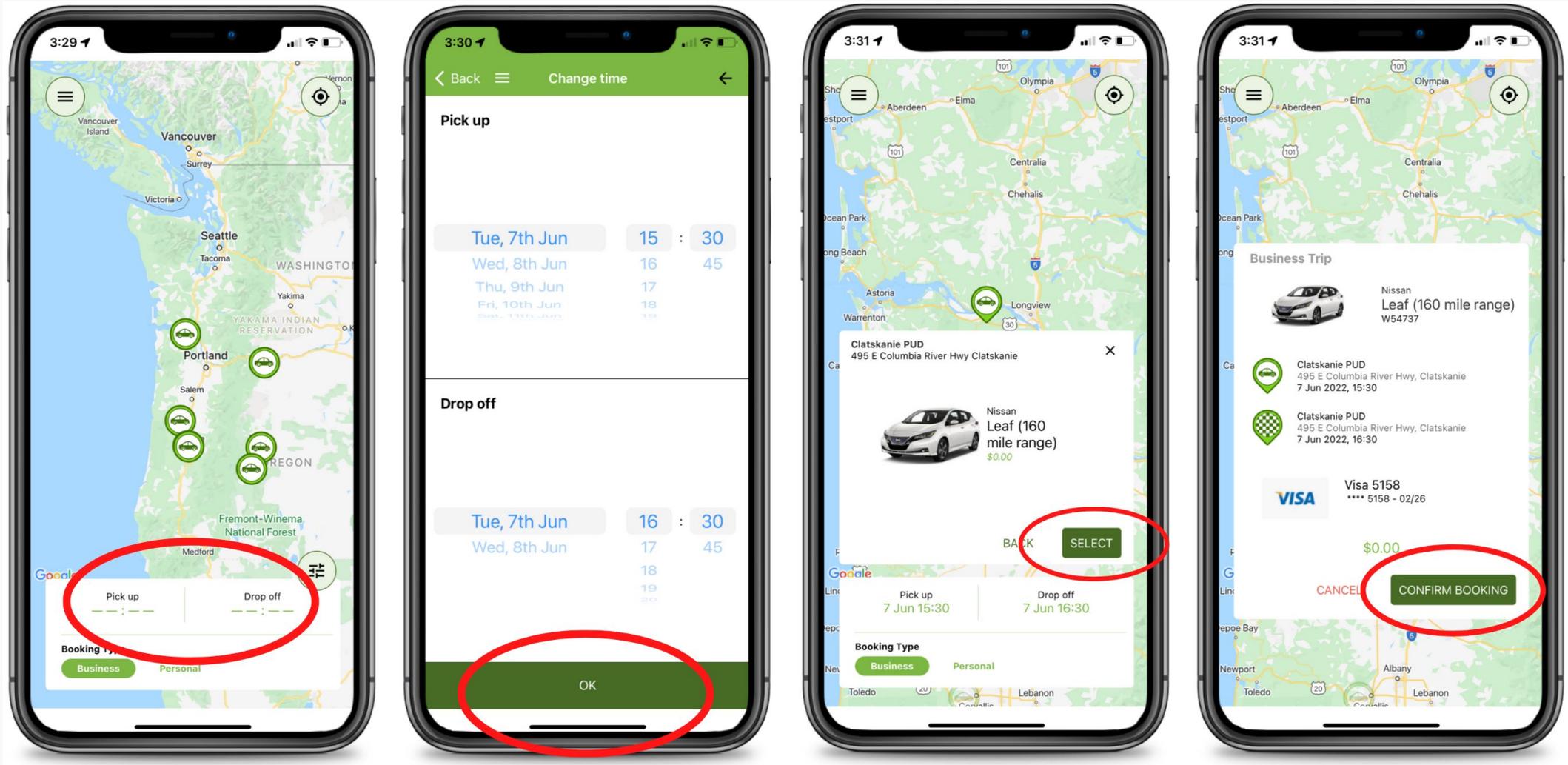
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## Driving an EV

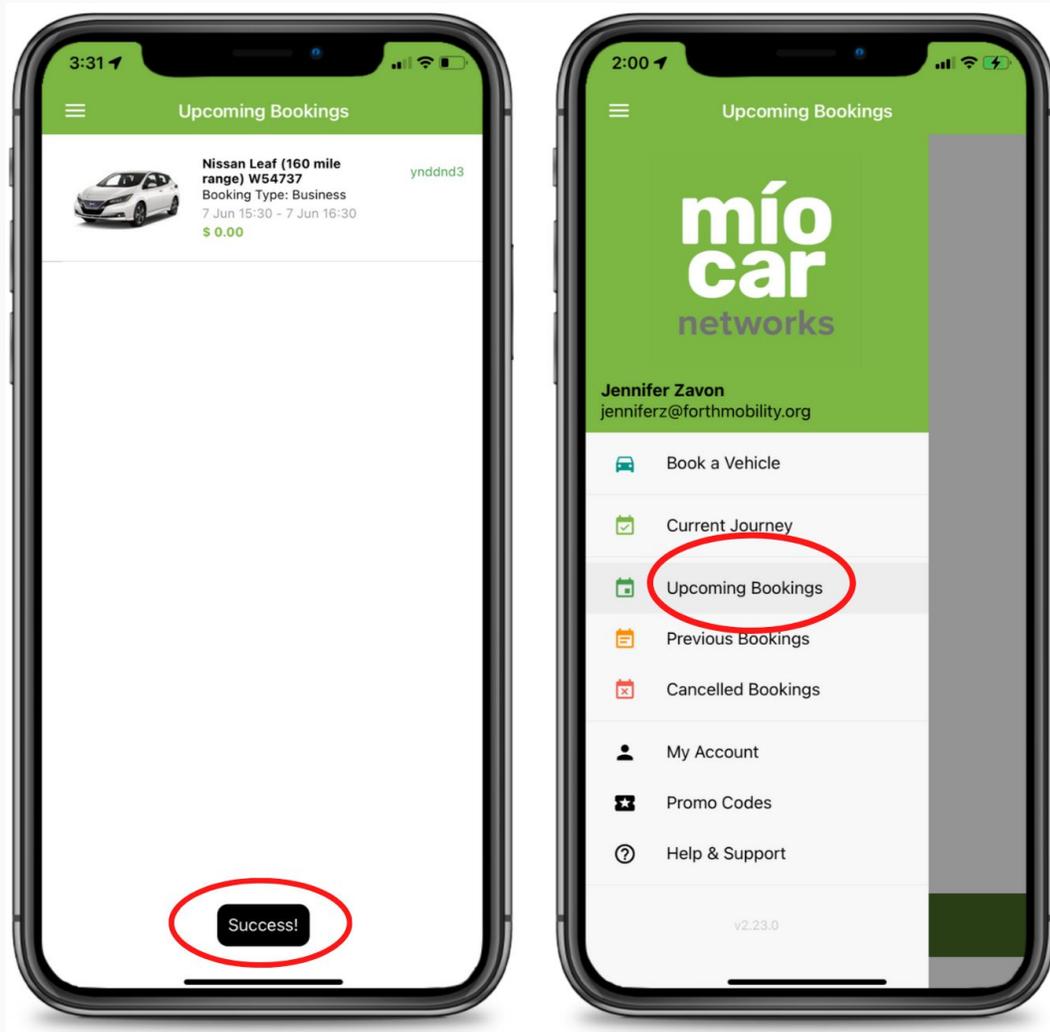
- All GoForth vehicles seat five people. You may drive up to four other people in the car during your trip, but you are the only person who can drive the car.
- 100% electric with about 150-250 miles of range depending on model of car.
- To check range: dashboard will show maximum, minimum and median range est.
- You are responsible for keeping battery charge level **above 20%** during your trip.
- We are happy to help you plan your trips around your charging needs.



# Creating Bookings



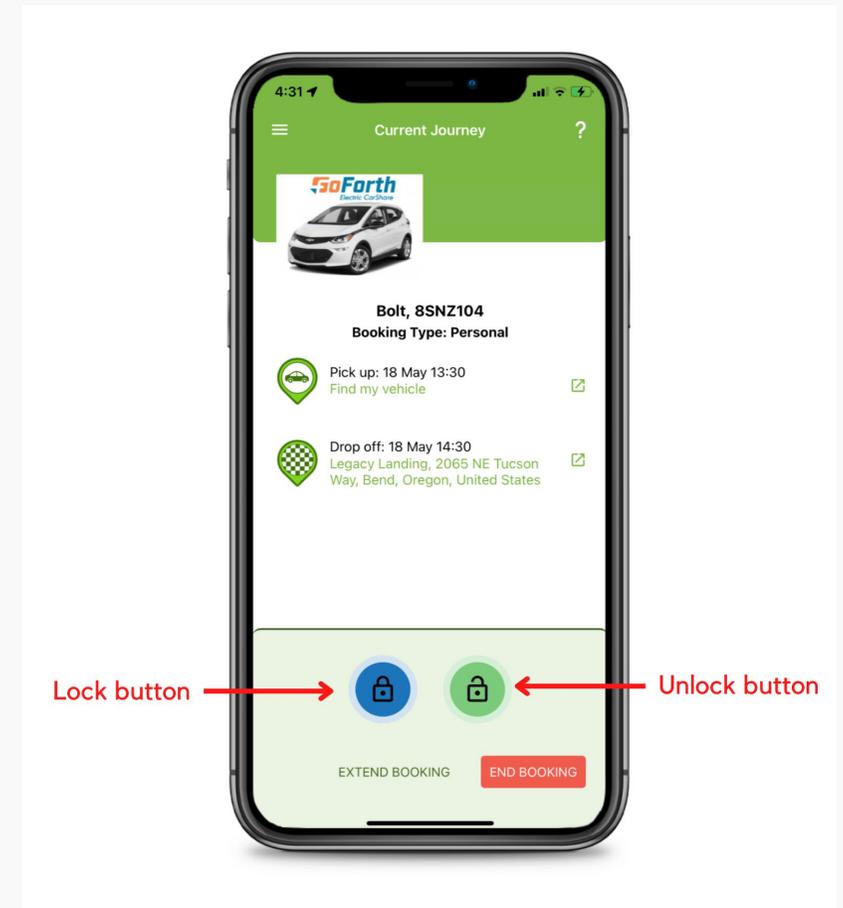
# Creating Bookings



- Book up to 24 hours at a time
- You will get charged for the full time booked
- Cancel up to two hours before your trip with no penalty
- Extend a trip in the Miocar app
- Always return the car to its home charging station on time

# Starting Your Trip

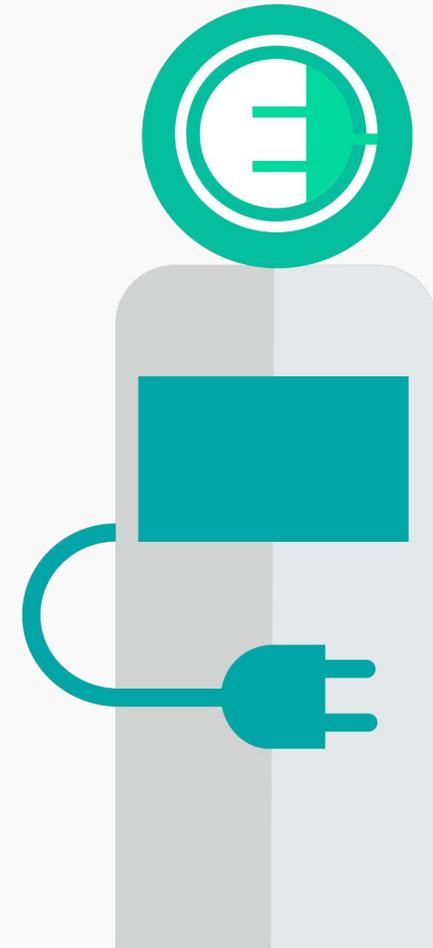
1. Inspect the car for any issues or damage.
2. Unlock the car to start your trip. **Only use the Miocar app to unlock and lock the car. Do not use a physical key fob or the physical lock buttons on the car.**
3. The immobilizer and anti-theft lock are security features to prevent the car from being stolen. To avoid triggering these features:
  - a. Do not use a key fob.
  - b. Do not use the lock buttons on the car.
  - c. Do not lock the car through the app while you still have a door open or while you are inside the car.
4. If the app is ever not working, please call our customer support line.
5. Vehicle Access Cards are available and can be used interchangeable with the Miocar app to unlock and lock the car.



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## Ending Your Trip

1. Make sure EV is plugged in and charging
  - Take the charging card from the center console
  - Scan the charging card on the charging station
  - Plug the charger cord into the car's port
  - Return charging card to center console
2. Prepare to leave the car
  - Remove all belongings and close all vehicle doors
  - Use sanitizing wipes on high touch surfaces
3. Open Miocar app and end trip

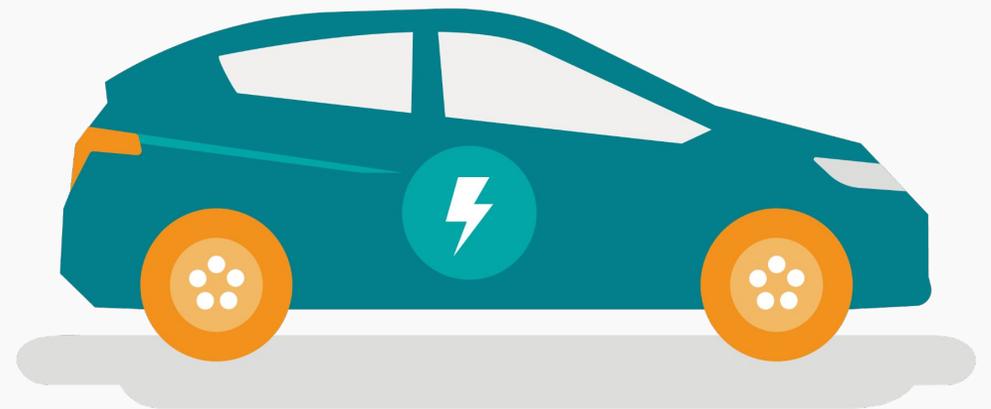


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## Reminders

- No smoking in car
- Pets must be transported inside a carrier, cage, or kennel
- You can get free driving credit when you take our survey, or refer new members!

*Happy Driving!*



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# Questions?

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